GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:2099
ANSWERED ON:03.08.2015
Refund of Premium and Tatkal Tickets
Bhatt Smt.Ranjanben;Pathak Smt. Riti

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Railways have reviewed the guidelines related to the Tatkal Tickets and if so, the details thereof;

(b) whether it is a fact that the reservations under this scheme can be obtained four months in advance against the payment of a premium ticket;

(c) if so, the rationale for such provisions under the said scheme;

(d) the steps taken/being taken to ensure that the seats are available to passengers travelling in emergency; and

(e) whether the Railways propose to refund the amount of cancellation of premium and tatkal tickets and if so, the details thereof and if not, the reasons therefor?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI MANOJ SINHA)

(a) Instructions have been issued that in case of tickets booked under Tatkal scheme, the condition of carrying same original proof of identity as indicated on the ticket should be modified and it should be made at par with that applicable to e-tickets. Hence any one of the passengers booked on the Tatkal ticket has to produce any one of the original prescribed proof of identity during journey failing which all the passengers will be treated as travelling without ticket. This provision shall be made applicable latest by 01.09.2015.

(b) No, Madam. Reservation under Tatkal scheme as well as premium Tatkal opens at 1000 hours and 1100 hours on the previous day of journey from train originating station, for air-conditioned classes and non air-conditioned classes respectively.

(c) Does not arise.

(d) Those passengers who have to plan their journey at short notice or in case of emergency, can book tickets under Tatkal scheme of reservation through computerised Passenger Reservation System (PRS) counters as well as internet on first come first served basis.

(e) No decision has been taken to grant refund on cancellation of confirmed Tatkal/ Premium Tatkal tickets, except in case of certain special circumstances like late running of train by more than three hours, non-attachment of coach, etc. This provision has been kept to keep a check on misuse of Tatkal scheme. However, modification of provisions of the reservation schemes, based on feedback is a continuous and ongoing process.
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